

Economic Growth Region 3

Request for Proposals

For

**Workforce Investment Act (WIA) Title IB Funding
To Support the Delivery of WorkOne Services in
Northeast Indiana**

Services to be Delivered

July 1, 2008 – June 30, 2010

**RFP Issue Date: March 11, 2008
Proposal Due Date: April 22, 2008**

*Serving the following Indiana counties: Adams, Allen, DeKalb, Grant, Huntington,
LaGrange, Noble, Steuben, Wabash, Wells and Whitley.*

WorkOne Northeast
300 E. Main Street, Suite 100
Fort Wayne, IN 46802
260-459-1400

Section I: Background and General Information

- A. The Regional Operator (RO) for Economic Growth Region 3 (EGR-3) is issuing this Request for Proposals (RFP) to procure a service provider to deliver workforce development services through the WorkOne Northeast system. In the EGR-3 WorkOne Northeast system, significant changes have occurred over the past year. The most significant and relevant change for this RFP is the fact that beginning July 1, 2007 the WorkOne Northeast system began delivering workforce development services through an integrated service delivery model. Included in this integration model are staff who deliver state funded services through Wagner-Peyser, Trade Adjustment Assistance (TAA), Veterans Services, and Unemployment Insurance programs. The purpose of this RFP is to identify an organization that can manage Workforce Investment Act (WIA) funding in the context of this integrated environment.

In the EGR-3 integrated service delivery model, staff are deployed in functional teams rather than in narrowly defined programmatic “silos.” As such, staff will perform their job tasks in a specific functional area alongside other staff who have been assigned to similar functions – from both the state and the WIA service provider organization that is selected through this RFP. In this environment, neither job titles nor organizational boundaries will be used to differentiate staff from one another. Rather, the functional teams to which staff are assigned will be the only differentiation between state and service provider staff. The specific functional teams that will operate in each WorkOne Northeast Center include the Welcome Team, the Skills Team, and the Employment Team. EGR-3 will also deploy a regional Business Services Team and a Workshop Team to coordinate employer services and deliver in-house training activities across the eleven counties of the region.

In the EGR-3 integrated model, functional supervision also plays a key role within WorkOne Northeast operations. The integrated service delivery model uses both center supervisors and team leaders who exercise functional supervisory authority over day to day operations in the centers. Center supervisors are employed by the Regional Operator and will direct and guide WorkOne operations throughout the region. Center supervisors will be responsible for deploying staff as needed to serve customers, to ensure the overall delivery of quality services to customers, and to ensure the attainment of WorkOne outcomes. Team leaders will assist center supervisors in the management of WorkOne operations and may come from both the WIA service provider and state staff. Team leaders will be selected based upon their experience, skills, and leadership abilities. The EGR-3 functional supervision model does recognize, however, that both the state and the service provider agencies have internal human resource functions that must still be managed within their organizations, including final hiring and firing decisions, performance appraisals, and timesheets. However, it should be noted, that even in these critical human resource areas functional supervisors will have input and the opportunity to influence decisions.

One of the most significant changes that can be found in the EGR-3 integrated service delivery model is the re-vamped customer flow through the WorkOne Northeast system. Customer flow charts may be viewed by accessing the WorkOne

Northeast website at website at www.workonenortheast.org. Interested organizations are encouraged to review these customer flow charts, including the overall WorkOne customer flow chart as well as more specific customer flow charts for the Welcome, Skills, and Employment Teams. Although these flow charts depict many of the critical customer interactions in the EGR-3 integrated service delivery model, key components of the customer flow through the integrated model would include:

- Customer flow has been designed to provide the full array of WorkOne services to as many customers as possible, meaning that *all eligible customers* will be quickly enrolled into WorkOne Northeast services. As such, customers will be asked very early in the process if they have the documentation required to establish eligibility. If they do, these customers will immediately be assessed and registered, making them eligible to receive all appropriate services through the WorkOne Northeast system.
 - For customers who do not have the required eligibility documentation, they will have immediate access to the resource area where they can work on their individual job search by accessing information and using WorkOne technology that is available. These customers will be encouraged, however, to make an appointment to return with their eligibility documentation and be registered for full access to WorkOne Northeast services.
 - All customers who complete the Welcome Team process (which is essentially a triage process) will be immediately connected to WorkOne services. This will include, in all cases, an immediate referral to either the Skills Team or the Employment Team. These teams will provide immediate services to the customer as well as schedule the customer for additional services including computer classes, job search workshops, WorkKeys testing, skill development activities and other appropriate activities. Through these two teams, all WorkOne customers will have access to the full menu of WorkOne services.
 - The Business Services Team will provide services to employers in EGR-3 that will require interaction with both the Skills Team and the Employment Team. In fact, all three teams will work together to coordinate the delivery of services that affect both job seekers and employers. Key examples of these kinds of services would include job development, on-the-job training, customized training, and internships.
- B. The RO intends to be as inclusive as possible in this solicitation. The goal is to receive a wide variety of high quality, innovative proposals that meet the workforce development needs of the regional community at large. The resulting contract(s) with the successful bidder(s) will be for a two-year period, July 1, 2008 to June 30, 2010. Based on performance, the RO may renew the contract for an additional year, July 1, 2010 to June 30, 2011. The form of the contract will be cost-reimbursement.
- C. Economic Growth Region 3 (EGR-3) consists of Adams, Allen, DeKalb, Grant, Huntington, LaGrange, Noble, Steuben, Wabash, Wells and Whitley counties. There are full-service WorkOne Centers in Allen, DeKalb and Grant counties.

There are WorkOne Express Sites in Adams, Allen, DeKalb, Grant, Huntington, LaGrange, Noble, Steuben, Wabash, Wells and Whitley Counties. Interested organizations should understand that the RO is looking for an organization (or a consortium of organizations) that can act as a single service provider for the entire eleven county region.

- D. EGR-3 is committed to supporting efforts by the Northeast Indiana Regional Partnership to align workforce development and economic development activities in the region. Over the past year, there have been significant efforts to identify target industries that will be the focus of these joint workforce/economic development efforts. The RO is seeking interested organizations that understand the relationship between workforce and economic development and that can assist in the further alignment of these two activities.
- E. The RO is seeking interested organizations that are able to provide innovative, high quality services to WorkOne Northeast job seekers and employers. The services proposed must meet the specifications of this RFP. The RO anticipates contracting with entities that are familiar with WIA programs. The organization selected should demonstrate the characteristics listed below.

- Competent management with vision
- Customer service oriented staff
- Cooperative management and staff
- Willingness to integrate resources with other organizations
- Flexibility and ability to adapt to change
- Expertise in delivery of WIA service
- Data Integrity
- Creativity

- F. The Regional Operator is looking for a single organization that can deliver both WIA Adult and Dislocated Worker services through the eleven WorkOne Centers located in EGR-3. The Department of Workforce Development (DWD) has not finalized allocations by regional area for the upcoming contract period. However, recent EGR-3 allocations and service provider contracts suggest the following budgets could be utilized for planning purposes:

WIA Adult Planning Budget – \$1,514,734

WIA Dislocated Worker Planning Budget – \$2,112,504

Funding will vary, depending upon final allocations, number of participants to be served, and the services that are proposed and negotiated. The selected organization will need to work with the RO to ensure that services are provided equitably in all eleven counties of the region.

- G. The Workforce Investment Act of 1998 (WIA, Public Law 105-220) provides the framework for a national workforce preparation system that is flexible, responsive, customer-focused and locally managed. The RO envisions a system that meets the needs of EGR-3 residents and businesses alike. The goal of programs under the Act is to increase employment, job retention, earnings and develop the work potential of the residents of EGR-3.

- H. Bidders must accept liability for all aspects of any WIA program conducted under contract with the RO. Bidders will be liable for any disallowed costs or legal expenditures of funds or program operations conducted.
- I. This Request for Proposals is not in itself an offer of work nor does it commit the RO to fund any proposals submitted. The RO is not liable for any costs incurred in the preparation or research of proposals. The RO reserves the right to make an award to any bidder or to make no awards, if that is deemed to serve the best interests of EGR-3. The proposal process is competitive and follows government procurement rules. Successful bidders must negotiate the proposal before the RO will make any final commitment. All commitments made by the RO are contingent upon the availability of funds.
- J. The RO assures that it will comply fully with the nondiscrimination and equal opportunity provisions of the following laws: Section 188 of the Workforce Investment Act of 1998; Title VI of the Civil Rights Act of 1964, as amended; Section 504 of the Rehabilitation Act of 1973, as amended; The Age Discrimination Act of 1975, as amended; and Title IX of the Education Amendments of 1972, as amended. The RO also assures that it will comply with 29 CFR Part 37 and all other regulations implementing the laws listed above. This assurance applies to the WIA Title I financially assisted program or activity, and to all agreements that the RO makes to carry out the WIA Title I financially assisted program or activity. This WIA Title I funded program is an equal opportunity employer/program. Auxiliary aids and services will be made available upon request for individuals with disabilities. By submitting a bid all bidders are providing an assurance that they will comply with the above nondiscrimination and equal opportunity provisions.
- K. In addition, the bidder should note that under the requirements of the Freedom of Information Act (FOIA), the contents of your proposal or other information submitted to the RO is subject to public release upon request, except those items specifically exempt from disclosure. The bidder shall mark as "proprietary" those parts of its proposal that it deems proprietary. However, the bidder is alerted that this marking is advisory only and not binding on the RO. If there is a request from the public under FOIA to inspect any part of the proposal so marked, the RO will advise the bidder and request further justification in support of the "proprietary" marking. If the RO determines, after receipt of the justification, that the material is releasable, the bidder will be notified immediately. Under no circumstances will a proposal or any part of a proposal be released prior to the contract award decision.
- L. The specifications in this RFP may change based on issuance of State or Federal policy or WIA re-authorization. The RO will work with the successful bidder to implement any changes required by the State or the federal Department of Labor. By submitting a proposal, the bidder agrees to work cooperatively with the RO to comply with subsequent changes.
- M. By submitting a proposal the bidder certifies to his/her knowledge and belief that there is no conflict of interest (real or apparent) inherent in the bid or in delivering the plan of work if the RO awards a contract. A conflict of interest would arise if

any individual involved in the preparation of this RFP, proposal review and rating or award decisions has a financial or other interest in or represents the bidding organization and would be likely to gain financially or personally from the award of a contract. The same would hold true for any member of the individual's family, partner, or an organization employing or about to employ any of the above as a direct result of the successful award of a contract under the RFP. The RO reserves the right to disqualify a bid should a conflict of interest be discovered during the solicitation process.

- N. The successful bidder will be required to maintain a local management office within EGR-3 to work with the RO in resolving functional supervision issues, personnel issues, and other operational issues as required. This office can, if desired, be located in one of the WorkOne or WorkOne Express offices.
- O. By submitting a proposal the bidder assures that it will provide additional services under additional grants such as a National Emergency Grant or other State funded workforce programs granted to EGR-3. By submitting a proposal, the bidder further assures that it will not engage in any fee-for-service activity in EGR-3 without the prior approval of the RO.
- P. The bidder assures that if awarded a contract by the RO, it will comply with Regional, State and Federal program and financial monitoring requirements. This means the bidder will make available required information (both program and financial) as is required to satisfy local, state, and federal monitoring expectations.
- Q. To express interest in bidding on this contract opportunity, any organization that is interested in submitting a bid must prepare and submit a letter of intent of intent to the Regional Operator no later than noon EDT, March 25, 2008. This letter of intent must detail the organization's experience in providing workforce development services and clearly express the organization's interest in providing these services in an integrated service delivery environment. The letter of intent should be emailed to the attention of Beth Suman, CFO and COO for the Regional Operator, at BSuman@workoneNE.org. Letters of intent can also be addressed and submitted to:

Beth Suman, Regional Operator
Partners for Workforce Solutions
300 E. Main Street, Suite 100
Fort Wayne, IN 46802

- R. To ensure a fair and open process for all interested bidders, the following time table will be used with this RFP process:

RFP Issued	March 11, 2008
Letters of Intent Due	March 25, 2008
Proposals Due	April 22, 2008
Proposal Review Completed	April 29, 2008
Contract Negotiations Completed	May 16, 2008
Contractor Begins Delivering Services	July 1, 2008

Section II: Proposal Requirements

- A. Proposals must be received by noon EDT, April 22, 2008 in person or by mail at the address indicated. Proposals received after that time and date will be rejected. Please note that proposals must be received not postmarked by April 22, 2008. Proposals shall not be submitted electronically or by FAX.
- B. Proposals must include:
- Forms completed with all information requested and executed properly.
 - All proposals must be submitted in three ring binders or bound.
 - One copy of the proposal clearly labeled "ORIGINAL."
 - Five copies of the proposal clearly labeled "COPY."
 - All pages must be numbered.
 - Proposal is limited to 35 pages, single-sided, single-spaced, with one inch margins and a 12 point font.
 - For ease in translating the successful proposal into a contractual statement of work, all proposals are to be written in the indicative ("will, shall") rather than the subjective ("may, could") case.
 - Proposals that fail to follow instructions and do not include all applicable information and forms may not be considered. Substitutions of forms are not acceptable.
- C. Attachment A, the proposal cover page, should be completed and used as the cover page for the proposal.
- D. Attachment B Budget form needs to be completed with a one page budget narrative.
- E. Attachment C Non-Collusion Affidavit needs to be signed and submitted.
- F. Attachment D Assurances and Certifications needs to be signed and submitted.
- G. Your response to the narrative section of the proposal is limited to no more than 35 pages. This page limitation is imposed for the sake of the reviewers of your proposal. This limitation does not include other sections of your proposal such as: Attachments A, B, C, D, the one page budget narrative, and other attachments such as organizational charts.
- H. Proposals submitted via mail may be sent with a "Return Receipt Requested." If hand delivered, the deliverer may request a prepared receipt for signature and time/date stamp. Faxed or electronically transmitted proposals will not be accepted. The transmitting envelope should be clearly marked "proposal" and addressed to:

Beth Suman, Regional Operator
Partners for Workforce Solutions
300 E. Main Street, Suite 100
Fort Wayne, IN 46802

- I. Assemble your proposal using the following order. Use this as a checklist to ensure the proper order. Failure to follow RFP instructions could result in rejection of your proposal.
- ☐ Cover Page (Attachment A)
 - ☐ Proposal Statement of Work
 - ☐ Attachment B (Budget Plan)
 - ☐ Budget Narrative (one page)
 - ☐ Attachment C (Non-Collusion Affidavit)
 - ☐ Attachment D (Assurances and Certifications)
 - ☐ Copy of most recent audit report
- J. Questions regarding this RFP may be submitted in writing to Beth Suman, CFO and COO, via email to BSuman@workoneNE.org or fax at 260-436-5973.
- K. Appeals/Complaints: Bidders have the right to appeal any action or decision related to this RFP. Appeals will be reviewed and investigated by the RO. The decision of the RO in such situations shall be final. Bidders wishing to make a formal appeal should do so in writing to:

Beth Suman, Regional Operator
Partners for Workforce Solutions
300 E. Main Street, Suite 100
Fort Wayne, IN 46802

Section III: Proposal Statement of Work

Interested organizations should follow the following outline in responding to this RFP. Label each section of your proposal with same labels as have been provided in the following outline. This will make your proposal more reviewable and will allow reviewers of your proposal to make more informed decisions.

A. Commitment to the Integrated Service Delivery Model

Describe your understanding of the EGR-3 integrated workforce service delivery model. What customer service strategies does this integrated service model prioritize and what results is the model designed to achieve. If your organization has yet to operate within an integrated service delivery environment, describe the benefits that you believe would be realized from operating in this manner.

B. Experience with Service Delivery in an Integrated System (10% of overall rating)

The following questions will provide your organization with the opportunity to highlight and review your experiences, strengths, and overall state of readiness to deliver workforce services in a highly integrated service delivery environment.

1. Provide an overall description of your organization. What is your organization's mission and vision, governance structure, and legal status?
2. Describe your organization's experience with delivering workforce development services to both job seeker and employer customers. Be specific in your description by detailing the services that were provided and the results that were achieved from these services. Of special interest, please describe any skill building activities that your organization may have designed or delivered to customers.
3. Describe your organization's experience with the delivery of services in an integrated service delivery environment or through partnership based activities. What specific services were provided through this arrangement, what customers received these services, and with what specific organizations did you integrate/partner for the delivery of services?
4. Describe your organization's experience in working with customer tracking and/or MIS systems. Specifically, detail any experience your organization and key staff possess in the real time reporting of customer activities in an MIS data base.
5. Provide three references for individuals outside your organization that are familiar with the quality of services your organization is capable of providing.

C. Staffing an Integrated WorkOne Northeast System (20% of overall rating)

The foundation of the EGR-3 integrated service delivery model is the assignment of all workforce staff to one of five functional teams. The following questions will provide your organization with the opportunity to demonstrate how you will support these teams.

1. Describe in specific terms how your organization would staff and support each of these teams. Describe the kind of skills and qualifications that you believe team members should have to be effective on these teams.
 - The Welcome Team – the Welcome team greets visitors, conducts initial assessments, completes WorkOne enrollment activities, and makes referral decisions based on information obtained in the process
 - The Skills Team – the Skills Team works with job seeker customers on a variety of skill development issues including basic skills, technology skills, soft skills, occupational-specific skills, and others.
 - The Employment Team – the Employment Team works with job seeker customers on a variety of job finding activities, including resume development, interview preparation, job referrals, and others.
 - The Business Services Team – the Business Services Team works with employer customers to develop applicant recruitment and assessment plans, customized training activities, on-the-job training programs, and others.
 - The Workshop Team – the Workshop team develops, schedules, and delivers a wide range of in-house skill development and job finding workshops.
2. The Regional Operator (based upon current budget estimates) has identified the potential for 38 full time positions to be funded through this contract. The 38 projected positions are as follows:
 - Allen County: 10 total positions
 - Grant County: 4 total positions
 - DeKalb County: 4 total positions
 - North Team consisting of Noble, Steuben, LaGrange, and Whitely Counties: 4 total positions
 - South Team consisting of Adams, Wells, Huntington, and Wabash Counties: 7 total positions
 - Business Services Team: 5 positions across the 11 county region
 - Workshop Team: 4 positions across the 11 county region

Please detail how your organization will ensure that **EGR-3 dedicated staff** are in these positions and ready to provide services to customers on July 1, 2008. Additional positions could be added or subtracted from this projected staffing level based upon additions or reductions in funding and/or special grants and projects.

3. Describe the specific hiring process that your organization will use to ensure that job openings are quickly filled with skilled professionals. What is the estimated length of time that your organization needs to fill a vacancy?

4. Describe in specific terms how your organization will operate in an environment where functional supervision and WorkOne Center operations are managed by the Regional Operator. Describe your organization's ability to be flexible in the scheduling of staff to meet customer needs and customer flow, including shifting staff from county to county as customer needs dictate.
5. Describe in specific terms how your organization will support staff development efforts for members of these functional teams. Based on your understanding of workforce and service delivery challenges, what specific staff development strategies would you recommend? Please provide an assurance that all service provider staff will complete workforce development certification programs as identified by the Regional Operator.
6. Please identify all key members of your leadership team and provide a brief overview of their workforce development experience. Describe how this leadership team will work with the Regional Operator to ensure that staff are fully engaged in delivering services within the integrated service delivery model. What specific management practices will your leadership team utilize to ensure the integrated service delivery model is implemented as designed.
7. For EGR-3, the Regional Operator has defined specific job expectations for all WorkOne staff, including detailed job descriptions, expectations for ongoing staff training, and staff metrics for evaluating staff performance. Describe how your organization will incorporate these human resource concepts into your organizational human resource approach. Current job descriptions and staff metrics for evaluating staff performance can be viewed on the WorkOne Northeast website at www.workonenortheast.org.

D. Job Seeker Customer Service Strategies (Sections D and F will account for 20% of overall rating)

In an integrated service delivery environment, customers are to be greeted at the front door and immediately and continuously engaged in services and activities until they secure employment. The following questions will provide your organization with the opportunity to demonstrate how you will support these customer service strategies.

1. Describe how your organization will support the concept of immediate engagement of customers in WorkOne activities. What kinds of activities would your organization provide to ensure that every customer receives prompt and immediate service on their first visit to a WorkOne Center?
2. Describe how your organization will support the concept of continuous engagement of customers in WorkOne activities. What kinds of activities would your organization provide to ensure that every customer has the opportunity to continuously receive services that will improve their skills and give them the best opportunity to find a job with their skills? How will your organization make use of the WorkOne Resource Area (computer lab) to serve customers on a continuous basis?

3. Describe how your organization will support the concept of customer re-engagement in WorkOne activities. What kinds of activities would your organization provide to motivate customers who have not visited the WorkOne Center in a long time to re-engage in WorkOne services?
4. In the EGR-3 integrated service delivery model, there is an expectation that all customers will receive quality services. Describe any specific strategies your organization will utilize to ensure that quality services are provided to all WorkOne customers.
5. In the EGR-3 integrated service delivery model, there is an expectation that customers accessing services in the more rural locations of the region will be able to access the same high quality workforce services as customers in larger cities and counties. Describe specific strategies your organization will utilize to ensure that WorkOne services are available to customers in rural locations.
6. Describe your organization's commitment to skill building and job training activities. Describe specific strategies your organization will utilize to develop, offer, and engage WorkOne customers in activities that improve their skills.
7. Describe your organization's commitment to WorkKeys assessment and KeyTrain remediation activities. Describe specific strategies your organization will utilize to ensure that these services are available to larger numbers of WorkOne customers.

E. Business Customer Service Strategies

To ensure the effectiveness of WorkOne services, EGR-3 firmly believes that all workforce services must be demand driven. To ensure that this occurs, there must be a formal and ongoing service strategy for business customers in addition to job seeker customers. The following questions will provide your organization with the opportunity to demonstrate your understanding of the regional business community and their workforce challenges and needs. It will also provide your organization with the opportunity to detail how you will support strategies to serve critical business customers.

1. Describe your organization's understanding of the critical workforce challenges faced by the business community in EGR-3. Describe specific strategies your organization would employ to ensure that WorkOne services are designed and delivered to address these workforce challenges.
2. Describe how your organization will support the concept of business services through the WorkOne system. Describe any specific strategies you would recommend for marketing WorkOne services to business customers. Describe any unique and innovative workforce services that your organization can help provide to business customers.

F. WorkOne Infrastructure and Branding (5% of overall rating)

A truly integrated workforce service delivery system also shares resources and facilities for the common good of the system and its customers. Additionally, the

sharing of resources and facilities reduces duplication in infrastructure costs and allows more resources to be directed to customer activities.

1. Describe how your organization will support the use of shared space, technology, and communication systems within the EGR-3 WorkOne system. Please detail your commitment to working with the Regional Operator to identify other opportunities to share these kinds of resources?
2. Describe how your organization will support the full implementation of the WorkOne Northeast brand identity in EGR-3. Detail your commitment to working with the Regional Operator to identify opportunities to promote and expand awareness of the WorkOne Northeast brand?

G. WorkOne Product Development and Delivery (5% of overall rating)

In order to ensure that customer needs are met, there must be a wide range of skill building and job placement activities in which customers can participate. Moreover, as the labor market changes and customer needs evolve, the WorkOne system must also be responsive to these changes and develop new skill development products and activities for customers.

1. Describe how your organization will work with the Regional Operator to support Workshop Team efforts to deliver workshops and other training activities in all eleven counties of the region.
2. Describe how your organization will support the Regional Operator in its efforts to develop new products and activities for the EGR-3 WorkOne system. Be specific in your strategies for helping to identify the need for new products and activities and for helping to bring them to market.
3. Describe any interesting or innovative skill development activities that you believe should be available to job seeker customers that visit a WorkOne Center in EGR-3.

H. Results and Outcomes from an Integrated System (15% of overall rating)

To ensure the effectiveness of WorkOne services and activities, EGR-3 has adopted a specific set of metrics that are used to evaluate success and to identify opportunities for improvement. Additionally, there are federal performance goals that have been established for WIA Title IB services. The following questions will provide your organization with the opportunity to demonstrate your commitment to helping Region 3 meet its self-imposed metrics as well as federal expectations.

1. Describe how your organization will help EGR-3 meet the following performance metrics and ensure the success of the WorkOne system.
 - Volume of customers receiving full service – how will your organization help ensure that at least 75% of WorkOne customers complete the full enrollment process and receive services from the WorkOne system?

- Percentage of customers with multiple services – how will your organization help ensure that at least 50% of all customers receive multiple services from the WorkOne system?
 - Percentage of customers who participate in skill building or job training activities – how will your organization help ensure that at least 50% of all customers participate in skill building activities, including basic skill activities, computer classes, and occupational skills training activities?
 - Percentage of customers participating in WorkKeys assessment activities – how will your organization ensure that at least 33% of all customers are referred to and have the opportunity to complete WorkKeys assessment activities?
2. Describe how your organization will help EGR-3 develop and implement a new customer satisfaction system. What specific components of a customer satisfaction would your organization recommend?
 3. Describe the continuous improvement process that your organization utilizes. What commitment will your organization make to working with the RO to implement a formal continuous improvement process for the WorkOne system?
 4. The US Department of Labor had defined a set of performance goals for the WIA Title IB program. These goals set clear expectations for achieving specific levels of job placements, job retentions, wages, and credentials for customers that receive WorkOne services. Please describe the efforts your organization will make to assist EGR-3 in attaining these federal performance goals.

I. Financial Management and Budget (25% of overall rating)

The bidder should complete PY'08 and PY'09 budget plans in Attachment B. Please do not deviate from the budget plan provided. Consistency will allow the reviewers to compare the proposed budgets.

1. Bidders must maintain a financial management system that is auditable and in compliance with generally accepted accounting principles. Financial records must be available for audit and monitoring purposes. Bidders should provide a brief description of the accountability of the organization in this section and provide one copy of their most recent audit report with the bid package. Also, please provide one complete copy of the organization's current cost allocation plan. The audit and cost allocation plan are considered part of your proposal.
2. Has your organization had any questioned costs, disallowed costs or compliance monitoring findings in the last three years? If so, describe how the issues been resolved. If you would like to attach monitoring reports for the past three years to clarify this, please do so along with resolution letters. If included, these documents should be added at end of the proposal document.
3. If WIA costs you incurred in EGR-3 were subsequently disallowed as a result of an audit or monitoring, does your organization have the capability to repay these funds? From what source?

4. A one-page budget narrative should be attached that describes the allocation of funds amongst programs and the philosophy of the bidder with respect to minimizing overhead costs while maximizing client costs. The budget narrative should be used to clarify and annotate the budget.

Attachment A
PROPOSAL COVER SHEET

Organization's Legal Name			
Contact Person:			
Address			
Telephone		Fax	
E-mail		Cell	
Federal ID #			

Number of years potential bidder has been in business under the corporate/business structure submitting the response to this request for proposals.

Total Amount of Funds Requested		PY 08	PY 09
	WIA Adult Funds	\$	\$
	WIA Dis. Wkr. Funds	\$	\$
	Total Funds Requested	\$	\$
Grand Total (PY 08 and PY 09) \$			
Total Number of Clients to be Served	Planned # PY 08		
	Adult		Cost Per Part.
	Dislocated Worker		Cost Per Part.
	Planned # PY 09		
	Adult		Cost Per Part.
	Dislocated Worker		Cost Per Part.
Signature: _____ Print Name: _____			

Check all applicable boxes:

For Profit Corporation		Sole Proprietorship	
Not-for-profit Corporation		Faith-Based Organization	
Partnership		State Agency	
Educational Institution		Labor Organization	
Business Association		Community Based Organization	
Other Public Agency (Specify)		Other	

Attachment B

PY'08 & PY'09 Budget Plans

A budget plan must be completed for both PY'08 and PY'09 and for each category of population you are proposing to serve. If you are proposing to serve both Adult and Dislocated Worker customers, a separate budget will be required for each of these programs.

Instructions for completing a Budget Plan are located in the first tab of the Budget Plan file. You may download the Budget Plan from the WorkOne Northeast website at www.workonenortheast.org.

Attachment C

Non-Collusion Affidavit

State of Indiana

County of _____

The respondent is hereby giving oath that it has not, in any way, directly or indirectly, entered into any arrangement or agreement with any other respondent or with any officer or employee of the Economic Growth EGR-3 Regional Workforce board & Regional Operator whereby it has paid or will pay to such other respondent or officer or employee any sum of money or anything of real value whatever; and has not, directly or indirectly, entered into any arrangement or agreement with any other respondent or respondents which tends to or does lessen or destroy free competition in the letting of the agreement sought for by the attached response; that no inducement of any form or character other than that which appears on the face of the response will be suggested, offered, paid, or delivered to any person whomsoever to influence the acceptance of the said response or awarding of the agreement, nor has this respondent any agreement or understanding of any kind whatsoever, with any person whomsoever, to pay, deliver to, or share with any other person in any way or manner any of the proceeds of the agreement sought by this response.

Signature of Authorized Representative

Print or Type Name

Date

Assurances and Certifications

The authorized representative agrees to comply with all applicable State and Federal laws and regulations governing the Workforce Investment Act, Workforce Investment Board, Regional Workforce Board & Regional Operator and any other applicable laws and regulations.

In addition, the authorized representative assures, certifies and understands that:

1. The proposing organization has not been debarred or suspended or otherwise excluded from or ineligible for participation in federal assistance programs.
2. The proposing organization possesses legal authority to offer the attached proposal.
3. A resolution, motion, or similar action has been duly adopted or passed as an official act of the organization's governing body authorizing the submission of this proposal.
4. A drug free workplace will be maintained in accordance with the State of Indiana requirements.

Signature of Authorized Representative

Print or Type Name

Date